

Our Ref: CC/L7499
Reply To: Colchester
31 October 2019



BOYDENS
Built on service and trust

Mr R Van Rixtel
Chez Jamet
5 Route Montmoreau
16390 St Ceverin
Charente
France

Dear Mr Van Rixtel

Re: Complaint - 16 Maidenburgh Street, Colchester, Essex. CO1 1UB

Further to your letter of 21 October regarding your unanswered queries, we can respond as follows:

1. We are unable to offer you a rebate for the Rent on Time Charges. Landlords were advised of the charges, and they clearly showed on your account, which as you did not query, were accepted by you.
- 2 - 6. We are sorry that you feel you received poor service. As previously advised, our Property Managers endeavour to give as good a service as possible, and it is unfortunate that on occasions the service appears to have fallen short of your expectations.

With regard to the routine inspections of properties, these are not full inventory inspections, they are an overview of the condition in which the tenants are looking after properties, and reports for Landlords on any maintenance issues that may require attention. Contractors inspect and produce quotes for works they that they feel are required to rectify issues which we forward to Landlords for their approval.

We are sorry that our reorganisation of our Property Management Department appears to not have been beneficial to you.

7. The change over to part management. We agree this was dealt with in haste without reference to any maintenance that was already in hand, for which we apologise.

8. We believe Paul Buck advised you that we could not locate your original Agency Contract in the current file. It is possibly in our archive filing system, or may have inadvertently been securely shredded at some time.

We do not believe we can add anything further to your questions, and once again, we are sorry to lose you as a valued client.

Kind Regards


Cheryl Cox MARLA

Facilities & Administration Manager

For **DESMOND G BOYDEN PARTNERSHIP**

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